ABSTRACT OF THE DISCLOSURE

A wireless account management system including an account manager system, customer systems, and carrier systems linked by the Internet. The account manager system

5   includes a management tool adapted with a data loader for receiving billing and usage data from the carrier systems and converting it to a single format for storage in a management database. The data loader allows carrier system data having a similar format but differing data

10   arrangement, carrier system data having different formats, and carrier system data having a format not readily parsed all to be processed and parsed into files having a single format. Plaintext files are parsed by a text parser and carrier-specific files are parsed by

15   modules provided to interpret corresponding carrier's bills. An optimization engine uses usage reports created from call detail records, lists of available service plans, and customer-provided and carrier-specific criteria to create plan recommendations for each wireless

20   device.

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